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Desktop Specialist

DirectViz Solutions, LLC, a high-level strategic consulting services firm that meets mission needs for commercial and government clients, is seeking a full-time Desktop Specialist for a DoD Federal Government customer at the Marks Center in Alexandria, VA.

Responsibilities/Duties:

Serving as the Desktop technician for a large enterprise, the candidate will:

- Handle IT incidents and requests received via telephone, email or Help Desk application
- Use ticketing system to document symptoms and status information as well as assign an applicable priority
- Provide Tier 2 level technical support using documented procedures and available tools
- Use troubleshooting techniques and tools to resolve Desktop related issues and follow guidelines in issuing service calls / contacts
- Advise and educate customers within procedural guidelines to ensure a complete solution to their technical or service questions
- Identify and provide input on unique or recurring customer problems
- Respond to inquiries pertaining to desktop issues, application software and/or hardware, user account security, communications, system policy guidance, laptops, software, printers, document scanners, audio-visual equipment, handheld devices, network service outages/disruptions and enterprise server outages/disruptions.
- Deliver consistently high levels of customer service
- Follow-up on cases and requests to completion
- Perform appropriate diagnostics to initiate problem management workflow process
- Provide remote user administration
- Maintain and enhance personal technical skills (breadth and depth) to support the test lab computing needs of the IT Infrastructure at site

Required Skills and Experience / Education, Certifications and Clearance

- Ability to communicate concepts to mid and senior level management and technical personnel equally
- Must have the ability to work in a dynamic environment and interact effectively and professionally with numerous DoD, military/civilian personnel and industry partners; must also possess the ability to work independently on IT projects
- Excellent writing, speaking, analytical, project management, organizational and customer service skills
- Ability to develop solutions to problems of moderate scope and complexity
- Must possess intermediate knowledge of DoD security processes
- Keeps abreast of operational support technologies and **industry trends**
- Ability to lead small teams** towards completion of various projects
- Education, Certifications and Clearance
- Bachelor's degree in Computer Information Systems or Computer Science preferred
- Must possess SECRET clearance for access and support of classified areas
- CompTIA Security+ certification

To apply to this position, please email jobs@directviz.com

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For more information or inquiries, please contact us at: jobs@directviz.com